Council on Technology Services

Draft Minutes
December 16, 2004
Crowne Plaza Hotel
Richmond, Virginia

Members Present

Lemuel C. Stewart, Jr., Chairman (VITA)

Farley Beaton, Jr. (TAX)

J. Timothy Bass (VRS)

David W. Burhop (DMV)

James E. Burns, M.D., M.B.A. (VDH)

Bethann H. Canada (DOE)

Jan B. Fatouros (DGS)

Vickie A. Gephart (VSP)

Karl R. Hade (Surpreme Court of VA)

Virgil E. Kopf, PhD., PMP (DGIF)

Francis X. Moore, III, Ph.D. (Longwood Univ.)

Shirley C. Payne (UVA)

Darlene H. Quackenbush (JMU)

Mark D. Willis (VCU)

William E. Wilson (DLAS)

Members Absent

Jerome P. Allgeier (VDACS)

M. Elaine Carver (County of Roanoke)

The Honorable Eugene J. Huang (SoTech)

David J. Molchany (County of Fairfax)

David C. Sullivan (City of VA Beach)

Others Present

Janice Akers (VITA)

Keith Bodamer (COVITS 2005)

Cheryl Clark (VITA)

Jenny Hunter (VITA)

Drema Johnson (SoTech)

Louis McDonald (CIT)

Jim Poisant (COVITS 2005)

Molly Poisant (COVITS 2005)

Jerry Simonoff (VITA)

Call to Order

Chairman Lemuel C. Stewart, Jr., Chief Information Officer of the Commonwealth, called the meeting the Council on Technology Services to order at 12:15 PM.

Welcome and Introductions

Mr. Stewart welcomed the Council members and thanked them for attending the first meeting of the Council on Technology Services (COTS) under the Virginia Information Technologies Agency (VITA). Mr. Stewart stated that, in its original configuration, COTS provided many positive contributions to the improvement of state government operations.

Mr. Stewart noted that a number of current members were founding members and active participants of COTS. He complimented them on their many achievements in the areas of security, e-government, telecommunications, and enterprise architecture, and the innovation of ideas and ability to serve as a catalyst for the rest of the Commonwealth. The Chair then asked that each member introduce themselves, describe briefly their role in their respective agency/organization, and describe problems with government services they have encountered as citizens and users of those services.

The Vision for COTS

Mr. Stewart set out his vision for COTS as staying above day-to-day operational issues and getting to the heart of the Commonwealth's mission—serving its citizens. He stated that Virginia has entered a new era as a leader in transforming government IT, in bringing best business practices into the public sector.

Mr. Stewart pointed out that the Commonwealth will save millions of dollars annually by transforming state IT, but that is not all COTS should be focused on. He asked the group to assist him in figuring out how to best leverage the emerging consolidated IT infrastructure. He posed the challenge, as the organization's mission, to help him answer essential questions such as the following:

- How do we use the cohesive platform we are developing to improve how government operates?

- How do we build new applications on that standard architecture that truly create a "single face of government" for our citizens, making invisible the all-too-apparent local/state/federal boundaries that frustrate—and often infuriate—our customers?

- How do we harness our emerging IT capabilities to support new ways of doing business, and new service delivery models, that we could not even dream of doing before?

- How can Virginia's IT utility be leveraged to create a competitive advantage in the world marketplace?

Mr. Stewart suggested that COTS II carry forward what he considers a most beneficial characteristic of COTS I, that being the crossroads where people, ideas, and initiatives from both the public and private sectors came together for the good of the Commonwealth. Broad attendance will be encouraged at all COTS meetings and functions, as well as a combination of public and private sector membership and participation in every COTS workgroup. COTS should strive to make impacts, achieve demonstrable milestones, improve the value of citizen services, and be collaborative in its efforts across agencies and the state.

Draft Interim Bylaws

Mr. Stewart asked the Council to review the draft interim bylaws and make suggestions regarding changes or modifications for the next meeting. The bylaws will be reviewed and acted upon in the February meeting.

COTS Workgroups

Mr. Stewart recommended the Council establish three workgroups to advise and assist him. As with the former incarnation of COTS, workgroups will be the collaborative bodies in which the detailed work in fulfillment of the Council's mission gets accomplished. Each proposed workgroup chair gave a brief overview of the vision and ideas for the workgroup. The workgroups will be forming over the coming weeks, and participation from agencies, institutions, and localities across the Commonwealth is encouraged. The proposed workgroups and their leaders include:

Business Reengineering Workgroup

Leadership—Farley Beaton, Chair, and Dave Burhop, Vice-Chair

Mission—This workgroup will look at business processed across government and make recommendations on opportunities for business process reengineering that can be built upon collaborative solutions and systems.

Planned Deliverables—The Workgroup will identify collaborative business process reengineering opportunities across agency and government boundaries, not only for long-term goals but also for "quick wins." Such opportunities could be identified based on its members' collective knowledge and experience, and/or by assessing trends identified from analysis of agency business plans and IT strategic plans.

E-Government Workgroup

Leadership—Tim Bass, Chair

Mission—This workgroup will look at prospective e-government strategies and milestones in order to provide guidance on priorities and direction, and contribute to the implementation of the e-government strategy.

Planned Deliverables—The workgroup will assist in accomplishment of the Council on Virginia's Future goal of making 90% of eligible state services available electronically by 2008, by helping to identify and pursue those services that would provide the greatest benefit via the most cost-effective means.

COVITS Workgroup

Leadership—Mark Willis, Chair

Mission—This workgroup will assist the Office of the Secretary of Technology and the Commonwealth of Virginia Information Technology Symposium (COVITS) planning staff in planning, hosting, and executing COVITS 2005, to be held September 18-20 in Richmond.

Planned Deliverables—The workgroup will provide input on topics, speakers, programming, and special events to encourage participation of state government, local government, higher education, K-12 education, and suppliers in the annual conference. Mr. Stewart called for a motion to establish the three workgroups. The Council approved the motion unanimously.

Additional Workgroups

Mr. Stewart recommended that at its February meeting the Council consider adding two additional workgroups. The first would be an advisory body for reviewing the vendor proposals currently being considered by VITA under the Public-Private Educational Facilities and Infrastructure Act (referred to as PPEA). This group would provide an additional, broad perspective regarding the detailed vendor proposals that will be forthcoming in early 2005 as the next phase in the PPEA process. Two vendors, IBM and Northrop Grumman, and their respective partners will be providing such proposals covering IT infrastructure transformation, while CGI-AMS and IBM, with their respective partners, will provide details proposals covering enterprise applications.

The second workgroup would provide a similar broad perspective to the update of the Commonwealth Strategic IT Plan. Under the provisions of the *Code of Virginia*, the Commonwealth CIO is responsible for annually updating that plan, which must then be approved by the Information Technology Investment Board. This workgroup would participate in the update effort, including identifying business requirements and key benchmarks.

COVITS 2005

Jim Poisant, Executive Director of COVITS 2005, introduced a brief overview of the vision for COVITS for the coming year. The program theme for COVITS 2005 is "The Promise of the Digital Government." Mr. Poisant noted that one of the objectives for 2005 was to increase

attendance by public sector IT staff. There was a group discussion on the draft agenda, topics, and ideas on the venue and benefit to st ate agencies. Among the common themes emerging during this discussion were the following:

- Recent editions of COVITS have come to be seen primarily as a vendor trade show. More content specific to state and local agencies would make the content more relevant to public employees, perhaps in terms of specific agency success stories in providing citizen services or facilitating collaboration across agencies.

- State and local IT staff members should be involved in more of the presentations and workshops. While past internationally-known speakers have raised the profile of COTS, hearing about successes and lessons learned from peers can improve the value of the event for a broader public sector audience. Address non-technical issues in organizing a project for success, such as gaining political support, would also be useful.

- Highlighting specific content tracks would make it easier to justify agency to management the benefits of sending staff, with the expectation that valuable information could be obtained.

- Presentations by COTS workgroups of their deliverables and their application have in the past been well received.

- The Governor's Technology Awards, while not presented at COTS 2004, were a much-anticipated aspect of prior years' sessions. Consideration should be given to reviving them in 2005, perhaps with fewer categories or other approaches to compress the actual time taken to make the awards.

Mr. Poisant thanked the Council members for their input and noted that there would be a number of iterations of the COVITS program circulated for further comment over the coming months.

Other Business

Mr. Stewart asked the members to review their contact information and biographies. If changes are needed, please advise Jenny Hunter.

Future meeting dates and time (2-4 p.m.) were announced as follows:

- February 16, 2005
- April 20, 2005
- June 15, 2004

Location: TBA

Mr. Stewart extended an invitation to Council members to attend VITA's Transition Recognition Event in honor of state employees who successfully completed the transition of IT assets and staff from 90 executive branch agencies over the last 18 months, following the Council meeting at 3:30. Governor Warner will speak.

Public Comment

No public comment was received.

Adjournment

The next meeting of the COTS will be Wednesday, February 16, 2005. The time will be from 2-4 p.m. with the location to be announced. There being no further business, Mr. Stewart adjourned the meeting at 2:20 p.m.